



## JOB DESCRIPTION

**TITLE:** Practice Manager  
**DEPARTMENT:** Physician Practices  
**REPORTS TO:** Executive Director of Physician Practices  
**FLSA:** Exempt

### SUMMARY OF JOB:

Directs all functions of the hospital-owned physician practice under the direction of the Executive Director of Physician Practices. Serves as the administrative liaison between the hospital and the physicians employed by the Hospital in the practices. Is given broad guidance and direction and is expected to function with initiative and independent judgment. Participates in the activities of the hospital owned physician practices, trains and supervises personnel, directs clinic activities; determines staffing patterns and confers with the Executive Director of Physician Practices on hiring, firing, promotions, disciplinary action and personnel evaluation. Should assist with the development, interpretation and application of clinic policies, budgets and long range plans. Monitors all services provided by outside contractors. Responsible for quality assurance in the practices consistent with organizational policies and procedures.

### RESPONSIBILITIES:

Colorado West Healthcare System expects job performance to be consistent with its mission and believes that each Employee contributes to improve performance by continuously searching for ways to increase efficiencies and enhance fiscal performance and viability.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

(The following statements are illustrative of the essential functions of the job and do not include other non-essential or marginal duties that may be required. Community Hospital reserves the right to modify or change the duties or essential functions of this job at any time. All responsibilities may not be performed by all incumbents.)

1. Responsible for the financial management of the hospital-owned practices.
  - a. Directs and supervises all financial functions and systems, including fee schedules, RNC rules and regulations, and financial reports.
  - b. Review and supervise safeguards for handling cash, recording receipts, maintaining petty cash, etc.
  - c. Act as liaison with accountants, insurance representatives, etc.
  - d. Continually encourage and monitor staff participation in "Cash at the time of service" policy.
  - e. Direct collection efforts pursuant to Hospital policy
  - f. Approves departmental expense reports and purchase orders
  - g. Monitors Accounts receivable and collection efforts
  - h. Authorizes payment of Accounts Payable
  - i. Monitors employee productivity
  - j. Develops and monitors departmental budgets
  - k. Develops, implements and maintains departmental policy and procedure changes

2. Responsible for the human resources function of the hospital-owned practices.
  - a. Schedules employed physicians to ensure adequate coverage for the practices
  - b. Hires, schedules and recruits professional, administrative, and support staff
  - c. Assists in ongoing recruitment and retention efforts for departmental staff
  - d. Coordinates and provides all staff evaluations
  - e. Reviews/recommends disciplinary procedures and performance increases pursuant to Employee Manual
  - f. Ensures that all staff have adequate time and training available to enable them to perform their jobs to the very best of their ability
  - g. Trained staff necessary to perform the services offered to the public
3. Develops the practice of the hospital-owned practices
  - a. Coordinates the department's marketing efforts with hospital personnel
  - b. Encourages speeches, articles, seminars and other practice development activities
  - c. Develops promotional materials and works with outside consultants and agencies as required.
  - d. Trains and motivates staff in marketing techniques
  - e. Responsible for patient and public satisfaction in dealing with staff, billing, collection and general public contact
  - f. Responsible to see that all patient satisfaction surveys are distributed, available, and responded to appropriately.
  - g. Continuously searches for new services, revenue streams, etc.
  - h. Cultivates and maintains good working relationships with area providers and businesses
4. Oversees the strategic planning of the hospital-owned practices.
  - a. Coordinates strategic planning activities
  - b. Develops forecasts and budgets for future growth
  - c. Assists in developing facility plans to accommodate growth
  - d. Assists providers in developing long range plans for services
  - e. Fosters and promotes communication among all personnel so that all staff understand the long term plans and goals.
5. Oversees the management of facilities for the hospital-owned practices.
  - a. Researches and recommends purchase, lease or rental of office equipment
  - b. Coordinates purchase of office furniture and accessories with hospital purchasing agent.
  - c. Evaluates current office automation systems and recommends improvements
  - d. Analyzes space allocations and requirements, recommends improvements as needed
  - e. Responsible for supplies necessary to operate clinic
6. Oversees administrative functions of the practices.
  - a. Develops, implements and maintains policies and procedures specific to the department
  - b. Standardizes and evaluates procedures, systems and forms.
  - c. Monitors all administrative and reception procedures
  - d. Develops, implements and maintains quality control procedures
  - e. Works with Director of Lab and Radiology to ensure that all licensing, training and quality assurance requirements are met.

- f. Responsible to see that all necessary data is available for auditors, cost report preparation, and financial reports
- h. Assists other hospital staff in developing, implementing and maintaining policies and procedures

7. Other duties as assigned.

**QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE:**

Bachelor's Degree in healthcare, business administration or related field with at least three (3) years of multiple practice management experience including physician relations experience; working knowledge of revenue cycle (billing and collections); and working knowledge of Patient Centered Medical Home  
OR  
equivalent combination of education and experience.

**LANGUAGE SKILLS:**

Must be able to speak, read and write English. Ability to read and interpret documents such as physician orders, medical charts, safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to effectively present information in one-on-one and small group situations to supervisors, patients, patient's family and other employees of organization. Able to work in a team-oriented environment.

**MATHEMATICAL SKILLS:**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

**REASONING ABILITY:**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**INTERPERSONAL SKILLS:**

Demonstrates exceptional customer service skills using the "Whatever It Takes" philosophy; builds relationships and proactively respects others. Requires adaptability with regular interpersonal contact.

**DECISION MAKING ABILITY:**

Work limited by standards and procedures. Adapts to recurring operational situations using formal and informal channels. Unusual situations are reviewed with a manager.

**ANALYTICAL ABILITY:**

Apply basic business or technical principles to routine and moderately complex problems. Concentrates and pays close attention to detail.

**COMPUTER SKILLS:**

To perform this job successfully, an individual should be computer-literate and have working knowledge of Microsoft Office applications.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; have manual dexterity; handle or feel; talk and hear. The employee is occasionally required to stand; walk; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts, risk of electrical shock, exposure to infectious diseases, and transmission of airborne disease. The noise level in the work environment is usually moderate.

**GENERAL COMPLIANCE REQUIREMENTS FOR ALL EMPLOYEES:**

Attends annual compliance and privacy training.

Responsible for complying with all federal, state and local rules and regulations.

Must comply with the Code of Conduct Guide.

Reports any observation of fraud, waste, abuse, and/or privacy violations to HR or CCO.

Reports any conflict of interest or relationship immediately.

**HIPAA:**

Ensures and adheres to strict confidentiality when handling patient information, according to the HIPAA Privacy Act and hospital policy and procedure regarding confidentiality. Complies with all hospital information security practices.

Has knowledge of and adheres to all compliance regulations, policies and procedures.

**Final Section** I understand that my employment is for an indefinite period of time and that his facility can change wages, benefits, and conditions of employment at any time.

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Employee Name & Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Name & Signature

\_\_\_\_\_  
Date